

Dear New Haven Residents,

This is a lengthy email but it is important so please read it thoroughly. But before you do anything, please sign up for our emergency notification system [here](#).

The situation with COVID-19 (the novel coronavirus) is rapidly changing. Our team is working diligently with state, regional, and local health officials in the event New Haven experiences cases of COVID-19. I want to share with you what you can be doing to prepare and what the City's plan is to respond. Although we currently have no confirmed cases, whether we have one or many, an outbreak could last for a long time and require us to quickly respond. While it is important for us not to be alarmed, it is important for us to be prepared.

There are three things in this email for you to know:

1. How to reduce the likelihood that you contract or spread the virus.
2. How you should prepare now for any potential outbreak.
3. What to do if you are concerned that you or someone you know may have been exposed.

If we have a lot of cases in New Haven, depending on the severity, public health officials may recommend community actions designed to help keep people healthy, reduce exposures to COVID-19, and slow the spread of the disease. Our local public health officials may make recommendations appropriate to your local situation.

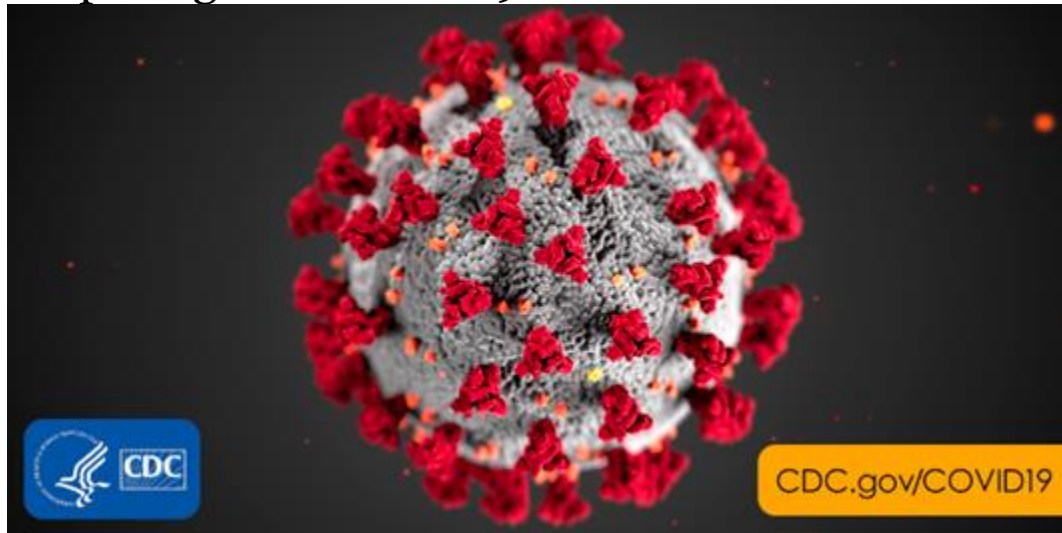
Creating a household plan can help protect your health and the health of those you care about in the event of an outbreak of COVID-19 in our community. You should base the details of your household plan on the needs and daily routine of your household members. Below I will share what we know about the virus and some helpful tips for you and your families as you prepare a household plan to implement, in the event the virus reaches New Haven.

The spread of COVID-19 is concerning. But our City's officials are preparing and we will work together as a community to keep each other safe.

Always serving you,

Mayor Justin Elicker  
(203) 500-2969

## Preparing for COVID-19



## What is COVID-19 and how does it spread?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China. Now COVID-19 has spread to many countries and there are an increasing number of cases in the United States.

The virus is thought to spread mainly from person-to-person:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, and eyes; however, this is not thought to be the main way the virus spreads.



## What can I do to prevent getting this disease?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of fever, cough, shortness of breath. There is currently no vaccine to prevent COVID-19. The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, the Center for Disease Control (CDC) always recommends preventative actions to prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow the CDC's recommendations for using a face-mask:
  - The CDC does not recommend that people who are well wear a face-mask to protect themselves from respiratory diseases, including COVID-19.
  - Face-masks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.
- Wash your hands often with soap and water for at least 20 seconds--especially after using the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
  - Always wash your hands with soap and water if your hands are visibly dirty.





## **I think I have symptoms...**

Call your healthcare professional first if you develop mild-to-severe respiratory symptoms, and have been in close contact with a person known to have COVID-19, or if you have recently traveled from an area with widespread or ongoing community spread of COVID-19. (These include China, Hong Kong, South Korea, Italy, Iran, Japan, Taiwan, Thailand and Singapore.) It is important to call your healthcare professional's office before you visit so that the staff can provide you with instructions to help keep you and others safe from possible exposure.

Please also call the New Haven Health Department Emergency Line at (203) 946-4949 if you or a loved one fall into one of the above categories. If the call is after regular business hours, please leave a message and a Health Department official will get back to you within the hour. We will work with you to assess your situation, support you, and take action.

For more information, please refer to the following information.

- For routine questions/issues, please call the [New Haven Health Department](#) Main Number at (203) 946-6999.
- For more information from the CDC on coronavirus (COVID-19), [visit here](#).
- For more information from the CT State Department of Health, [visit here](#).
- To access the Johns Hopkins COVID-19 global case map, [visit here](#).